Administrative Vendor - Performance Report
May 2008

Major Risk Medical Insurance Program Performance Standard	Contracted Level	Level Met	Data Descriptions
Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect.	**100%**	100%	280 out of 280 applications
MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate.	**3.0%**	0%	0 blocked out of 7,327 calls attempted*
MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate.	**3.0%**	1.6%	120 abandoned calls out of 7,327 incoming calls*
MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice.	**85.0%**	87.3%	7,182 calls answered in 25 seconds out of 7,327 calls received*

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.